

**IN THE UNITED STATES PATENT AND**  
**TRADEMARK OFFICE**

In the application of : O'KEEFFE, Michael et al.  
Serial No. : 10/741,519  
Filed : December 19, 2003  
For : Remote control of a contact within a contact centre  
Examiner : GAUTHIER, Gerald  
Art Unit : 2614  
Attorney Docket No. : 920673-95341

**RESPONSE TO OFFICE ACTION OF SEPTEMBER 3, 2008**

Honorable Director of Patents and Trademarks  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of September 3, 2008, the Applicants make the following amendments and remarks: